

EXHIBIT A

99-0360
APPENDIX "A"
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FOR USE BY ELIGIBLE TELECOMMUNICATIONS CARRIERS

Ill. C.C. No. _____
Revised Sheet _____
Canceling Revised Sheet No. _____

General Exchange Tariff

1. Telephone Assistance Programs

A. Link-Up Program

1. General

- a. The Link-Up Program is a federally funded program established to provide assistance to low-income households. Under the program eligible customers may receive a fifty percent reduction of service connection charges up to \$30.00
- b. Participation in any of the following assistance programs is required to establish eligibility. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (1) and (2) for purposes of determining eligibility:
 - (1) Medicaid
 - (2) Food Stamps
 - (3) Supplemental Security Income (SSI)
 - (4) Federal Housing Assistance
 - (5) Low-Income Energy Assistance (LIHEAP)
- c. The Telephone Company's verification either through the Department of Human Services or, in lieu of electronic verification, applicant's signature on the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.
- d. The Link-Up Program connection charge reduction shall be available to only one access line per low-income household.
- e. The fifty percent Link-Up discount shall apply only to service connection charges up to \$30.00.
- f. A participant in the Link-Up Program shall have the option to defer payment of the remaining installment charges over a minimum period of 12 months. Monthly payments to retire the outstanding balance shall be required, but no interest or carrying charges shall apply.

2. Supplemental Link-Up Telephone Assistance Program

- a. In addition to the fifty percent discount described in A.1a above, a supplemental credit of up to 50% of the connection charge not to exceed \$30.00, will be applied to each new eligible subscriber, as defined in A.1.B above.

- b. The supplemental Link-Up Program is funded through voluntary contributions from Illinois customers as described in C. following

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General Exchange Tariff

1. Telephone Assistance Programs (con't)

B. Lifeline Telephone Assistance Program

1. General

- a. The Lifeline Program is a federally funded program established to provide monthly assistance to low income households. Eligible subscribers may receive a discount on monthly local exchange access service of \$1.75. In addition, the Federal Subscriber Line Charge of \$3.50 will be waived for a total monthly credit of \$5.25.
- b. The eligibility criteria for the Lifeline Program shall be the same as that provided under the Link-Up Program as specified in Paragraphs A.1.b., c. and d., above.
- c. Lifeline service shall not be disconnected for nonpayment of toll charges.
- d. Qualifying low-income subscribers who voluntarily elect toll blocking where available, will not be required to pay a service deposit in order to initiate Lifeline service. This service will only be provided at the customer's request.

2. Supplemental Lifeline Telephone Assistance Program

- a. The supplemental Lifeline Program is funded through voluntary contributions from Illinois customers as described in C. following. In addition to the Federal Lifeline discounts noted in B.1.a. above, an additional discount of \$1.50 will be applied to each eligible subscriber as defined in A.1.b. preceding.
- b. In addition to the Lifeline Telephone Assistance discount, additional Federal Lifeline support in the amount of one-half of the State Lifeline support, or \$0.75, will be made available to a qualifying low-income customer.
- c. The eligibility criteria for the supplemental Lifeline Program shall be the same as that provided under Link-Up Program as specified in A. preceding.

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III. C.C. No. _____
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General Exchange Tariff

I. Telephone Assistance Programs (con't)

C. Universal Telephone Assistance Program (UTSAP) Voluntary Funding

- a. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.

Residential customers may elect to contribute:

- (a) \$0.50
- (b) \$1.00
- (c) \$2.00
- (d) \$5.00

Business customers may elect to contribute:

- (a) \$1.00
- (b) \$5.00
- (c) \$10.00
- (d) \$25.00

- b. Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days notice to Company.
- c. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP accordingly.